

CECW-ON

25 May 2000

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS  
ATTN: CHIEF, CONSTRUCTION-OPERATIONS  
DIVISIONS

SUBJECT: Status Update on the National Recreation Reservation Service (NRRS) Park Office Implementation

1. References:

a. Memorandum from CECW-ON, dated 31 January 2000, subject: "Park Office 2000, National Recreation Reservation Service."

b. Memorandum from CECW-ON, dated 18 April 2000, subject as above.

2. Park Office 2000 Deployment. The above references provided the overall plan for the NRRS to accept ReserveAmerica's Park Office 2000 software and to deploy it to the field for this recreation season. This memo provides an update on the current situation.

a. As reported in reference 1.b. above, the Park Office 2000 software has been in the "pilot" testing stage at the three primary test campgrounds for two months. During this evaluation, several issues were identified. The most serious one involved the design of the new software module that allows multiple operators at one campground to keep separate records of cash/check receipts. That feature required redesign to make it simpler and easier to use in the field. The redesign effort coupled with the correction of other issues resulted in delaying the deliverable date into mid to late June 2000. In all likelihood, the actual field deployment would not be started until after the Fourth of July holiday.

b. The NRRS Leadership team evaluated all of the options, including the advantages of the new software, as well as the potential impacts on the field of a mid-summer start-up of new software. They recommended the following: 1) Testing of the new software should continue and be expanded to the full number of test facilities; and 2) Deployment of Park Office 2000 software should be delayed until the end of this recreation season. Based on that recommendation, the NRRS will defer the deployment of Park Office 2000 software until this fall.

c. This approach provides a number of immediate advantages: 1) It relieves any pressure the field staff may feel concerning installing and implementing a new version of

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software during the peak camping season. 2) It allows time for the proper design and testing of the multiple operator software. 3) It permits the deployment of tested software to the field this fall, during the lowest period of activity. 4) It significantly improves the NRRS's ability to deliver to the field an orderly start-up procedure with the new software for the next recreation season.

2. Credit Card Processing. ReserveAmerica has completed the software development and hardware installation to upgrade credit card processing. This new capability is now in operation.

3. Telecommunications.

a. Corps Modem Pool. The hardware expansion and software upgrade for the Portland modem pool is complete. The change from AT&T lines to the MCI digital communications lines is in process and is scheduled for completion on 31 May 2000. This step will more than double the capacity of the modem pool to handle calls from the field.

b. ReserveAmerica Communications. MCI has rescheduled the delivery of ReserveAmerica's order for expanded communications service from Portland, Oregon to the NRRS database in Ballston Spa, NY, until 9 June 2000. ReserveAmerica's staff is actively working the issue with MCI and with another supplier. We will inform you as soon as this situation is resolved.

4. The NRRS is making progress in getting several of the key issues resolved to improve this summer's Park Office operations. The goal now is to stabilize the overall operation of the NRRS for this recreation season.

5. Again, I want to thank the field staff for their hard work and dedication in making the NRRS operational in the field this year. On 16-17 May 2000, we had over 402 campgrounds "on-line" with the NRRS. This is a tremendous accomplishment and reflects very well on your staff. Please pass on to them my sincere appreciation.

/S/

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Directorate of Civil Works

CF:

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